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**Abstract** (Document Summary)

New Jersey-based Mr [Michael Brant] is in charge of electronic commerce product development at EDS. He was in Wellington for the past two weeks along with colleague David Vickers to share his vision on the future of ATMs.

While all ATMs in New Zealand are being used merely to dispense cash and account balances, future ATMs could start dispensing all sorts of tickets, stamps, coupons and information, says Mr Brant. Also, the ATMs, which will then be multifunctional devices, will eventually become consumer convenience centres and will offer value-added and customised services.

This allows individuals to transfer money to someone in an emergency after office hours or at their convenience, says Mr Brant. EDS has currently applied for a patent on the technology and Mr Brant, who was one of the inventors of Z-Cash and whose name is on the patent, says it could be announced and piloted later this year. While some of these services could be incorporated relatively easily into more recently installed ATMs, other services like dispensing of tickets and more detailed account balances as well as graphic information would require new ATM technology.

**Full Text** (707 words)*Copyright Independent Newspapers, Ltd. Mar 3, 1997*

TODAY's automatic teller machines will be tomorrow's consumer convenience centres dispensing tickets and information in addition to money, says EDS senior vice-president Michael Brant.

New Jersey-based Mr Brant is in charge of electronic commerce product development at EDS. He was in Wellington for the past two weeks along with colleague David Vickers to share his vision on the future of ATMs.

While all ATMs in New Zealand are being used merely to dispense cash and account balances, future ATMs could start dispensing all sorts of tickets, stamps, coupons and information, says Mr Brant. Also, the ATMs, which will then be multifunctional devices, will eventually become consumer convenience centres and will offer value-added and customised services.

"Imagine walking up to the teller machine which greets you by name with a friendly voice, and then flashes information of interest to you such as sharemarket prices while you wait for your transaction to be processed," says Mr Brant.

"When you get your ATM card you can request the type of information you would like displayed, while it will also be possible to run advertising on the screens as well."

Value-added services such as dispensing airline or other event tickets are already a reality in the United States, he says.

David Vickers says a company called Docunet in the United States is dispensing airline tickets through 67 ATM machines where customers make bookings over the phone or the Internet and pick up their tickets through the teller machines at their convenience.

Other value-added services through an ATM include the transfer of digital cash from one individual to another.

EDS has developed technology called Z-Cash that allows an individual to send money to another individual through the ATM network.

The sender starts the transaction by withdrawing money from his account and putting into a transitional account protected by two passwords. The receiver collects the cash by simply going to any Z-Cash supported ATM and entering the two passwords.

This allows individuals to transfer money to someone in an emergency after office hours or at their convenience, says Mr Brant. EDS has currently applied for a patent on the technology and Mr Brant, who was one of the inventors of Z-Cash and whose name is on the patent, says it could be announced and piloted later this year. While some of these services could be incorporated relatively easily into more recently installed ATMs, other services like dispensing of tickets and more detailed account balances as well as graphic information would require new ATM technology.

Mr Brant says in some cases the backbone network would have to be upgraded to allow more data to be sent to the ATMs.

Currently most ATMs are connected to central sites at speeds of 2400 bits-per-second. Some of the services talked about will require 28.8Kbps or higher speeds, says Mr Vickers.

New Zealand banking customers that Mr Vickers and Mr Brant talked to had mixed reactions on the technology, with some feeling that ATMs should be solely for dispensing cash.

However, Mr Brant says while not all banks may buy into the idea, there will be a demand among financial institutes for such devices that could even be customised as input devices.

For instance, such devices could be maintained outside shopping malls for 24-hour shopping or even Internet browsing, though the mainstream use will be as output devices for information, money and tickets, he says.

Mr Brant says according to Bank Network US statistics, total ATM transactions in the United States increased from two billion in 1985 to 9.7 billion last year, while total number of ATMs went from 60,000 to 122,700 in that period.

\* EDS reported annual revenues of US\$21 billion (NZ\$30 billion) for the year ended December 31, 1996. Operating revenues were up 16 per cent from \$18.2 billion in 1995.

EDS also offered its 100,000 employees a stock option plan worth US\$635 million last month.

EDS New Zealand managing director Eddie Bates would only say New Zealand results are in line with expectations. The New Zealand office ended last year with a major restructure that resulted in the reduction of 128 positions and 90 redundancies.

**[Illustration]**

CAPTION: Michael Brant (left) and David Vickers: Sharing their vision on the future of automatic teller machines.

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